

The Neighbourhood Group (TNG) is a multi-service agency that includes Central Neighbourhood House, Neighbourhood Link Support Services and St. Stephen's Community House

JOB OPPORTUNITY

Job# TNG2022-216

POSITION TITLE: Administrative Assistant – Employment Services	
DEPARTMENT: Employment Services	STATUS: Regular Full-time, CUPE 7797
# HRS / WEEK: 35	CONTRACT DATES: N/A
REPORT TO: Quality Assurance and Customer Service Manager	HOURLY RATE: \$22.65
EXTERNAL CLOSING DATE: Posted until filled	

GENERAL DESCRIPTION: Reporting to the Quality Assurance and Customer Service Manager, this position provides staff and participants of our Employment Services department at 3036 Danforth Ave. with reception and administrative support. This position is part of **CUPE LOCAL 7797**.

MAJOR DUTIES:

- Provide excellent customer service to all employment service participants, visitors and guests to the agency maintaining courteous and respectful manner at all times. Answer questions, direct participants to the appropriate program / member of staff. Problem solve and provide community and agency referrals as appropriate.
- Coordinate the intake schedule for Employment Services to ensure slots are being filled, caseloads are equitably dispersed and appointment and workshop confirmation and follow up calls/emails are conducted in a timely manner
- Assist in the intake process, including checking participant eligibility for various employment programs, assisting participants to complete registration forms, checking for, and entering participants in the funders EIOS CaMS database
- Perform administrative duties including setting up and maintaining accurate electronic and hard copy information filing systems, preparing correspondence, coordinating in and outgoing mail, faxes, couriers, and preparing reports and other materials
- Keep track of supports used by staff and clients, and assist clients who come into the centre for employment resources
- Accurately perform Accounting/Administrative duties such as the coordination of expenditures, invoices, incentive payments, petty cash, and others with a balanced monthly report
- Input, maintain and distribute statistical data, and assist in the Resource and Information Centre as required
- Create and maintain a supply of program schedules, forms, data and centre information
- Maintain the reception areas and replenish supplies in a timely fashion
- Attend and assist as needed (i.e. minute taking) in agency and team meetings, hiring fairs and workshops
- Maintain knowledge of employment and other support services through courses, independent learning and conferences
- Perform other duties, appropriate to the position, as required

REQUIREMENTS & QUALIFICATIONS

- A post-secondary diploma or certificate in a relevant discipline and two or more years of related professional experience
- Experience in Employment Services is strongly preferred and knowledge of a second language would be an asset
- Sensitivity to, and respect for diverse and multi-barriered client populations
- The ability to provide high quality, client focused service, delivered in a positive, professional, compassionate manner
- Strong administrative and organizational abilities to handle conflicting priorities, and to track and monitor statistical information
- Familiar with office equipment (multi-line telephone systems, computers, photocopiers, fax and postage machines)
- Able to work with irate and abusive persons with a calm, tactful manner
- Demonstrated interpersonal, teamwork, communication, problem solving and conflict resolution skills
- Preparedness to experience occasional exposure to unsanitary conditions and contagious disease, as well as irate and abusive persons, including and particularly those with mental health issues
- Competence and accuracy in the use of computer software, particularly MS Office and Internet applications
- The willingness and flexibility to alter work schedules and regular duties to accommodate the needs of clients, the department and/or the agency.

To apply, submit your resume and cover letter with “TNG2022-216” in the subject line of your email to:

careers@tngcs.org